

Customer Service Specialist

The Des Moines Area Regional Transit Authority (DART) has an opening for customer service position. This position can be either full time (40 hours) or two part time positions (20 hours each). This position requires a high degree of customer service skills, as this person will be answering a high volume of telephone calls and providing accurate and courteous schedule information to the transit user.

Duties may include but are not limited to:

- Providing callers with information as it relates to DART's services
- Working with appropriate personnel to resolve customer concerns
- Provide back-up for DART's front desk
- Manage one or more specific DART programs which may include processing applications, maintaining database of information, distribution of passes
- Conduct presentations regarding DART's services at various community agencies

Requirements:

- High school diploma or equivalent;
- A minimum of two years' experience in telephone customer service (Skills testing will be administered)
- Knowledge of Des Moines city streets
- Ability to learn bus routes and schedule information
- Clear, concise, and pleasant telephone voice
- Ability to effectively communicate with the public and handle complaints in a positive manner
- Computer knowledge to include internet, word and spreadsheet applications; social media knowledge helpful
- Flexibility to work various days/hours to include weekends
- Bilingual skills are a plus

Applications/resumes will be accepted until position is filled. Please specify if you are interested in full time hours or part time hours.

In person at: Des Moines Area Regional Transit Authority, 620 Cherry St
Email: dduncan@ridedart.com